

**MARLENE H DORTCH  
OFFICE OF THE SECRETARY  
ROOM TW-A325  
FCC  
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WASHINGTON, DC 20554  
DOCKET NO 98-67**

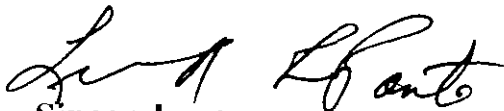
**SEPTEMBER 21, 2003**

**DEAR MS DORTCH:**

**I HAVE BEEN INFORMED THAT A NEW TELEPHONE SETUP  
FOR THE HARD OF HEARING HAS BEEN INTRODUCED THAT  
THE MANUFACTURER REQUIRES THAT A RELAY SERVICE BE  
ESTABLISHED THAT IS REIMBURSED.**

**BECAUSE THIS ITEM CALLED CAPTEL PHONE APPEARS TO  
BE WHAT IS REALLY A BOON FOR THE HARD OF HEARING I  
WILL APPRECIATE YOUR REVIEW AND CONSIDERATION.**

**IF IT WORKS AS DESCRIBED IT PROBABLY HAS THE ABILITY  
TO BE VERY HELPFUL FOR THOSE OF US WHO STRUGGLE  
MIGHTILY TO COPE WITH TODAYS EXTREMELY COMMON  
INTERACTIVE VOICE SYSTEMS.**

  
Sincerely yours,

**Leo A. LaPointe  
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